

Substitute for form 1449A/PTO				<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/673,115
				Filing Date	09-26-2003
				First Named Inventor	Flockhart
				Art Unit	3623
				Examiner Name	KARDOS, NEIL R
Sheet	1	of	1	Attorney Docket Number	4366-108

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-kind Code <sup>2 (if known)</sup>	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	5,901,214	05/04/99	Shaffer et al.	
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	4	6,718,330	04/06/04	ZENNER	
	5	6,801,520	10/05/04	Philonenko	
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Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>2</sup> ; Number <sup>3</sup> ; Kind Code <sup>4</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>5</sup>

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
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	7	Spraetz, Out with the new, In with the old: A look at scheduling alternatives, Customer Inter@ction Solutions; Nov. 2001: 20,5.
	8	www.EIX.com (1998-2002) ( <a href="http://web.archive.org/web/20020803000353/http://www.iex.com">http://web.archive.org/web/20020803000353/http://www.iex.com</a> ): Totalview" The Workforce Management Solution, TotalView Product Literature: The Perfect Fit
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	10	Business Editors, Microdyne Outsourcing Rolls Out RightForce Workforce Management to Manage Bi-Coastal Contact Center and E-Services Staff Business Wire. New York: Dec 4, 2001. pg. 1
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Examiner Signature	Date Considered
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\*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.